

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST

VALLETTA, MALTA

2. AGENCY

STATE

3a. POSITION NO.

30102

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ ☐ Yes ☐ No

4. REASON FOR SUBMISSION

☐ a. Reclassification of duties: This position replaces
Position No. _____ (Title) _____ (Series)

☐ b. New Position

☐ c. Other (explain)

5. CLASSIFICATION ACTION

Position Title and Series Code

Grade

Initials

Date
(mm-dd-yy)

a. Post Classification Authority

b. Other
RSC Frankfurt

Visa Assistant

c. Proposed by Initiating Office

6. POST TITLE POSITION (if different from official title)**7. NAME OF EMPLOYEE****8. OFFICE/SECTION**

AMERICAN EMBASSY

a. First Subdivision

CONSULAR SECTION

b. Second Subdivision

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

Typed Name and Signature of Employee Date(mm-dd-yy)

10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Local Supervisor Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

Typed Name and Signature of American Supervisor Date(mm-dd-yy)

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

The incumbent serves as an LES in the Consular Section and is responsible for non-immigrant visa (NIV) and American Citizen Services (ACS) operations, as well as primary responsibility for answering routine public inquiries directed to the Consular Section. The jobholder is also responsible for providing back-up support on federal benefits unit (FBU) cases in the absence of the Senior Consular Assistant. In addition to Consular Section duties, the incumbent is detailed to the Public Diplomacy section for 16 hours a week to assist as required.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Consular Assistant – 60%

The primary function of the position is to serve as a Case Worker for NIV and ACS cases, handling multiple consular cases at any given time. The issues are varied and require a detailed and comprehensive subject matter

knowledge.

The incumbent must screen incoming documentation and information from a variety of sources (public counters, mail, phone calls, etc.) to organize and track requests for consular services. The employee handles work assignments and tasks according to standard operating procedures and then inputs relevant data into the Consular systems. This includes printing visas and filing and tracking the status of visa and citizen services cases using computerized Consular applications. The incumbent liaises with the Section's working level contacts in order to facilitate the assigned casework.

The jobholder provides primary support in processing applications for passport and citizenship services (including passports and reports of birth abroad), and notarial services (including acknowledgements, powers of attorney, and affidavits).

On occasion, complicated cases may take considerable time to resolve and require the jobholder to analyze and research a relatively complicated set of laws and procedures—including U.S. law, consular regulations (9 FAM and 7 FAM) and Consular Affairs standard operating procedures—and prepare the case so that the Consular Officer can make decisions and ensure that the legal requirements of the application have been met.

The incumbent responds to public inquiries received by phone, e-mail, mail, and in person, providing expert advice on the full range of NIV and ACS services.

The jobholder serves as the sole back-up to the Senior Consular Assistant and provides limited support on FBU cases in his/her absence (around 15% of the time). The nature of the job is non-supervisory.

Public Diplomacy Assistant – 40%

The job holder assists the Public Diplomacy office with administrative functions including the following:

- a) Preparation of invitations using the contacts database and lists prepared by Embassy officials
- b) Ordering books, equipment and supplies using the Department's procurement system
- c) Preparing and distributing Washington file and local news briefs (in a backup capacity)
- d) Assist with preparation of briefing books
- e) Prepare and submit bi-weekly T&A reports.
- f) Prepare and submit obligations on Momentum.
- g) Updating the Contacts Database.
- h) Maintaining and archiving files when needed.

These tasks and others as necessary will be identified by one of the two Public Affairs Locally Engaged Staff with approval of the Public Affairs Officer.

15. DESIRED QUALIFICATIONS

a. Education:

Completion of secondary school is required. Two years of tertiary education are also required.

b. Prior Work Experience:

A minimum of two years experience in a position requiring work with the general public.

c. Post Entry Training –

Consular correspondence courses. Completion of Consular Application Training Center systems training modules.

d. Language Proficiency (reading/speaking/writing):

The position requires Level IV fluency in English and Level III (good working knowledge) Maltese.

e. Knowledge:

Familiarity with local law, including marriage, death, import/export, passport regulations. Knowledge of FAM, Department directives, and immigration and Nationality Act.

f. Skills and Abilities: .

Ability to draft clearly. Familiarity with computers. Basic typing. Ability to translate Maltese/English. Tact in dealing with the public.

g. Security Clearance

16. POSITION ELEMENTS

a. Supervision Received:

Consular Officer provides direct supervision.

b. Available Guidelines

Foreign Affairs Manual (7 FAM and 9 FAM), State Department directives, and Immigration and Nationality Act.

c. Exercise of Judgment :

Good judgment is required, especially in determining potential eligibility for visas or other USG benefits.

d. Authority to Make Commitments).

None.

e. Nature, Level and Purpose of Contacts:

Maintains working level contact with the Police, Immigration Department, local business, as well as with the general public.

f. Supervision Exercised:

None.

g. Time Required to Perform Full Range of Duties after Entry into the Position -.

A minimum of one year will be required to build a strong knowledge of consular regulations and procedures.